

<b>Report Title</b>	Patient Voice Scorecard		
<b>Sponsoring Executive</b>	Kam Dhami, Director of Governance		
<b>Report Author</b>	Kam Dhami, Director of Governance		
<b>Meeting</b>	Trust Board (Public)	<b>Date</b>	4 <sup>th</sup> June 2020

### 1. Suggested discussion points *[two or three issues you consider the Trust Board should focus on]*

The position shown overall is little changed from prior data, albeit it is worth highlighted positive indications in maternity services.

The focus remains on BMEC and tackling longstanding administrative complaints, whilst raising the profile of the Purple Point service Trust-wide to help 'nip issues in the bud'. Arguably this is especially important as we enter the Recovery phase.

We continue to receive limited feedback via FFT from clients who attend emergency services generally and we will consider what other formats of feedback could assist service development, not least in light of the Children's Acute Care Unit which opens later this quarter.

### 2. Alignment to 2020 Vision *[indicate with an 'X' which Plan this paper supports]*

Safety Plan		Public Health Plan		People Plan & Education Plan	
Quality Plan	x	Research and Development		Estates Plan	
Financial Plan		Digital Plan		Other <i>[specify in the paper]</i>	x

### 3. Previous consideration *[where has this paper been previously discussed?]*

None

### 4. Recommendation(s)

The Trust Board is asked to:

- a. **NOTE** the evolving nature of this new report which will inform Quality and Safety work at Group level in 2020-21
- b. **REQUEST** the Quality and Safety Committee to receive an update in October on the impact on BMEC complaints following the management team's response

### 5. Impact *[indicate with an 'X' which governance initiatives this matter relates to and where shown elaborate]*

Trust Risk Register		n/a				
Board Assurance Framework		n/a				
Equality Impact Assessment	Is this required?	Y		N	X	If 'Y' date completed
Quality Impact Assessment	Is this required?	Y		N	X	If 'Y' date completed

# SANDWELL AND WEST BIRMINGHAM HOSPITALS NHS TRUST

## Report to the Public Trust Board: 5<sup>th</sup> March 2020

### Patient Voice Scorecard

#### 1. Introduction

- 1.1 At its March meeting the Board received the new Patient Voice Scorecard created to see whether the spread of patient feedback is truly covering all of our service lines and core services. It is intended that this is routinely used by the Board, the Quality and Safety Committee and Executive Quality Committee.
- 1.2 All of the data included in the scorecard at Annex 1 is already available at clinical directorate level and covers the period January to March 2020. It is usefully presented in one place.

#### 2. Interpretation

- 2.1 The formal complaint data when compared to the prior reports still shows similar patterns i.e. higher numbers in General Surgery and Ophthalmology. Below is the outcome of the thematic review of BMEC complaints requested as an action from the Q3 scorecard. Discussions are taking place with the BMEC management team to consider the findings arising from this review to prevent other types of repeat complaints. This is a long term issue on which assurances have previously not altered the position.
- 2.2 **BMEC thematic analysis** - during 2019/20 BMEC as a whole received 85 complaints. BMEC Outpatients Eye Centre received the largest number of complaints (50). The themes or categories for these concerns were split into Appointments (20), Clinical Treatment (11) Communications (9) and Values and Behaviours of Staff (5). Specifically with regard to the issues raised relating to appointments, there is currently a project underway in the partial booking service (Corporate Operations) that is expected to see improvements in the allocation of these appointments over the next 2 months. Complaint numbers will be reviewed from April to September 2020 to see if this work has delivered and resolved these concerns adequately.
- 2.3 All complaints received by BMEC from 2005 onwards have been reviewed. BMEC is a very busy service with significant increasing complaint numbers seen from 2016 onwards. It is hoped the work underway in the partial booking service for appointments will resolve the complaints in that area, and discussions in the service are underway to address the complaints received in the Outpatients Eye Centre and A&E.
- 2.4 In informal complaints we are seeing higher numbers in General Surgery and Ophthalmology when compared to the last report, very similar numbers through PCC&T, higher in Community Medicine as you may expect.

- 2.5 **Purple Point** outside of Medicine, atypically where it was not generally intended to be used, the use of Purple Point is disappointingly low, this is comparable to the last report. During Q4 the Trust received 66 Purple Point calls. The three largest themes coming through Purple Point are Appointments (the work underway through Corporate Operations mentioned above is hoped to resolve this). The second largest theme is 'Dissatisfied with Nursing Care' and the third largest is 'Long Waits'. (The categories have been aligned to those used for complaints at the end of Q4 to be able to provide more meaningful and indicative data in the future).
- 2.6 The planned promotion of Purple Point through a poster and leaflet campaign, put on hold due to COVID-19, will hopefully raise the profile of this route of resolution. The leaflets will also be delivered to a number of the Community Groups visited during 2019/20.
- 2.7 The **Friends and Family Test** (FFT) response rates in Maternity and BMEC have improved significantly compared to the last quarter. FFT postcards were stopped in early March in response to COVID-19 and cross-infection and restrictions, but SMS/IVM continued. A note of caution that while wards continue to open, close and move around it may lead to some FFT data inaccuracies.

### 3. Next steps

- 3.1 A significant number of **compliments** are received daily from patients and relatives through a variety of routes such as 'thank you' cards, letters of appreciation, emails. Various approaches have been taken to capture this information on a regular basis but not sustained, mainly because of the volume of positive messages received. This action was called out in the previous scorecard but put on hold due to COVID-19 so as not to place an additional reporting burden on front-line staff. This will be revisited and a way found that allows for this important data to be easily recorded and retrieved. Compliments will then be included in the scorecard.

### 4. Recommendations

- 4.1 The Trust Board is asked to:
- a. **NOTE** the evolving nature of this new report which will inform Quality and Safety work at Group level in 2020-21
  - b. **REQUEST** the Quality and Safety Committee to receive an update in October on the impact on BMEC complaints following the management team's response.

Kam Dhani  
Director of Governance

29<sup>th</sup> May 2020

**Annex 1:** Patient Voice Scorecard – October to December 2020